

DEPARTMENT OF DEVELOPMENTAL SERVICES
LICENSURE AND CERTIFICATION
PROVIDER FOLLOW-UP REPORT

Provider: BEHAVIORAL HEALTH
NETWORK INC

Provider Address: 417 Liberty Street, Springfield, MA

Name of Person Brian Ross
Completing Form:

Date(s) of Review: 11-JUN-21 to 15-JUN-21

Follow-up Scope and results :		
Service Grouping	Licensure level and duration	# Indicators std. met/ std. rated
Residential and Individual Home Supports	2 Year License	3/3
Employment and Day Supports	2 Year License	1/1

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Summary of Ratings

Employment and Day Supports Areas Needing Improvement on Standard not met - Identified by DDS

Indicator #	L91
Indicator	Incident management
Area Need Improvement	Incident reports were not submitted or reviewed within the required timelines for the CBDS location. The agency needs to ensure incidents reports are submitted and reviewed within required timelines.
Process Utilized to correct and review indicator	Program Supervisors and Program Directors were re-trained in BHN incident reporting policy and procedures. Current Developmental Service systems and trackers were reviewed. A procedure for tracking incident reports has been established in Developmental Services. BHN is the process of implementing revised agency wide system for reviewing and analyzing critical incidents.
Status at follow-up	Completed
Rating	Met

Residential and Individual Home Supports Areas Needing Improvement on Standard not met - Identified by DDS

Indicator #	L26
Indicator	Walkway safety
Area Need Improvement	At two locations, railings and walkways were in need of repair and / or removal of obstructions. The agency needs to ensure that all railings and walkways are maintained in good repair and free from obstructions.
Process Utilized to correct and review indicator	Process Utilized to correct and review indicator Pine St. - Rocks removed from pathway. Glendale Road - The handrail was repaired to assure it is safe for the individuals to

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	<p>use.</p> <p>The Director of Facilities and the Developmental Services Senior Program Manager reviewed the current facilities work order system and developed procedures to improve communication within the system.</p> <p>DDS Regulations and OQE interpretations shared with Director of Facilities</p> <p>Schedule developed for Senior Program Manager and Director of Facilities to assess all sites.</p> <p>An initiative was developed to forecast capital improvements in all sites for FY-22.</p>
Status at follow-up	Completed
Rating	Met

Indicator #	L68
Indicator	Funds expenditure
Area Need Improvement	For three individuals, expenditures that should have been covered by the agency were being paid by the individuals. The agency needs to ensure that expenditures that should be assumed by the provider are not charged to the individuals.
Process Utilized to correct and review indicator	<p>The individuals' financial records were audited.</p> <p>The individuals were refunded for all expenditures that should have been paid by BHN.</p> <p>Program Supervisors and Program Directors were re-trained in BHN funds management procedures. Within the training, staff were instructed on the requirement that individual purchases must directly benefit the individual and on determining what expenditures should be the responsibility of BHN as the providing agency.</p> <p>The new BHN Funds Management Training being developed with BHN's Department of Professional Development will place emphasis on distinguishing between individual and agency expenditures.</p>
Status at follow-up	Completed
Rating	Met

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Indicator #	L91
Indicator	Incident management
Area Need Improvement	Incident reports for two locations were not submitted or reviewed within the required timelines. The agency needs to ensure incidents reports are submitted and reviewed within required timelines.
Process Utilized to correct and review indicator	Program Directors were re-trained in BHN incident reporting policy and procedures. Current Developmental Service systems and trackers were reviewed. A procedure for tracking incident reports has been established in Developmental Services. BHN is the process of implementing revised agency wide system for reviewing and analyzing critical incidents.
Status at follow-up	Completed
Rating	Met